Enterprise Rent-A-Car

ARMS Web 3.0
Functional Design Specification
Extend Rental

Version 1.1
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R vision History

Date	Issue	Description	Author
April 1, 2000	0.1	Created Use Case and Screen Design Documents	Keith Baker, Debi Ealick, and Johnny Sands
April 10, 2000	0.1	Linked subdocuments to master document	Cindy Bastean
May 3, 2000	0.2	Removed subdocuments and formatted according to standards	Cindy Bastean
May 16, 2000	0.3	Incorporated changes from cross team QA	Cindy Bastean
May 31, 2000	0.4	Changed screen information	Cindy Bastean
June 8, 2000	0.4	Added data field information	Cindy Bastean
July 3, 2000	0.5	Updated screen information	Cindy Bastean
July 13, 2000	0.5	Updated use case and screen design sections	Mike Slater, Brian Weingart, Johnny Sands, Debi Ealick, Brent Armbruster and Cindy Bastean
September 25, 2000	1.1	Changes made based on feedback provided by business leads with respect to the future state of Release 3.0.	Amanda Banta, Aaron Foster, Mike Slater, Tim Weinstock

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Extend Rental

1.   Extend Rental Use Case

1.1   Application Overview

The following is a document used to illustrate the process for how the USER will extend a previously authorized rental using ARMS/Web 3.0. The intent for this release of the ARMS/Web application is to reach a much wider audience. This application will target a Multi-Vendor, Multi-Segment, and International customer base.

1.2   Brief Description

This use case will describe how the USER will extend a previously authorized rental. The rental company (via an Authorization Request), the RENTAL ADMINISTRATOR (via a Customer Search), or Reporting (via the Callback feature) can initiate this use case.

1.3   Use Case Actors

The following actors will interact with this use case:

- **RENTAL ADMINISTRATOR** – The RENTAL ADMINISTRATOR will use the system to extend a previously authorized rental. This use case refers to a USER in the role of a rental administrator. There are various types of customers that the USER would represent, which include corporate account holders, car dealerships, insurance companies, and others.

- **ARMS** – The ARMS system will receive/send transactions to ARMS/Web to confirm the extended rental.

- **RENTAL CAR COMPANY** – A wide variety of rental car companies will be able to use this system as well. Each company will have the ability to initiate and manage their rentals through the use of this application.
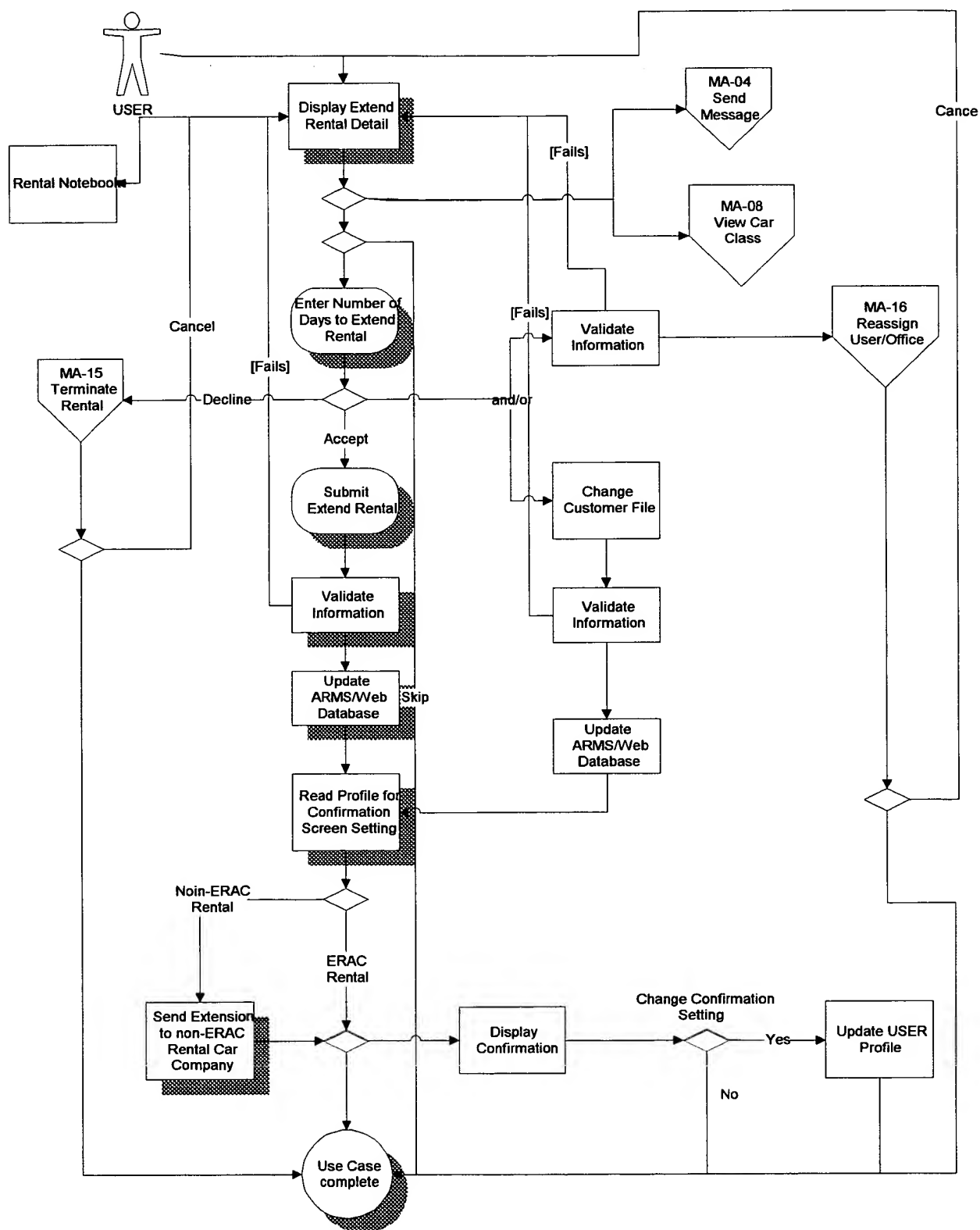
1.4   Pre-Conditions

- The USER must have logged into the ARMS/Web system.
- The USER must have selected a previously authorized, open rental.

1.5   Flow of Events

The Flow of Events will include the necessary steps to make changes and updates to "Extend Rental".

1.5.1   Activity Diagram

Extend Rental Activity Diagram

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1.5.2   Basic Flow

1. The system will display the details of the Rental.
2. The USER will enter the number of days to extend the rental.
3. The USER will submit the Extend Rental Details.
4. The system will validate the number of days the rental will be extended.
5. The system will update the ARMS/Web database with the Extend Rental Details.
6. The system will read the profile for the confirmation screen setting.
7. For non-Enterprise rentals, the extension is sent to the non-ERAC renal car company's rental system.
8. This ends the use case.

1.5.3   Alternative Flows

1.5.3.1 View Rental Notebook

At step 1 of the basic flow, the USER may choose to view the history of a rental. The USER will be able to see the diary notes associated with the Reservation / Rental.

1.5.3.2 Display Confirmation

After step 7, the USER may wish to have a confirmation page displayed, indicating that some type of change has taken place. The confirmation page is completely optional; therefore, at anytime the USER wants to set their profile to bypass this screen, he/she may do so.

1.5.3.3 Update USER Profile

During the confirmation process, the USER has the option of changing their profile setting to display or hide the confirmation page. Each time the setting is changed, the USER profile must be updated to reflect the new requirements set by the USER.

1.5.3.4 Validate Changes

If the USER changes or adds information, which does not pass validation, an error message will notify the USER and return them to step 1 of the Basic Flow.

If an error is discovered in the validation of the reservation / rental information submitted by the USER, the system would present the USER with an error message and return them to the Detailed Reservation / Rental Display. If the error is specific to a data field within the form, the field should be highlighted and the error described.

1.5.3.5 Change Customer File

Prior to step 3, the USER has the option to make changes to the customer file. After clicking the change/add link, the screen will refresh with all editable fields opened and available for the USER to make changes.

1.5.3.6 Update ARMS/Web Database

After successfully validating the recent changes, the system must update the ARMS/Web Database. The system goes through the same process as in the Basic Flow, as the database is updated to reflect the latest changes.

1.6   P st-C nditi ns

- If the use case was successful then the rental has been extended and the ARMS/Web system has been notified.
- If the use case was unsuccessful then the system has remained unchanged.

1.7   Special Requirements

- The number of days to extend a rental must be an integer greater than zero.

- If a USER attempts to extend an insured rental beyond their limits for number of days and dollar amount, the system should return an error message.

1.8   Extension Points

1.8.1   *MA-16 Reassign USER/Office* (Transfer)

After the extend rental detail is displayed, the USER may choose to transfer the current office/USER. First, the USER would select to change the current office/USER. Second, the system would display a list of authorized offices/USERs. Third, the USER would select a new office/USER. If additional changes are made to the customer file, the new data will also be passed through the transfer process.

1.8.2   *MA-08 View Car Class*

The View Car Class use case will be used to allow the USER to view details about and select a car class to apply to a reservation. Details will include the average number of passengers and luggage items that can be served by a vehicle in the specific car class. The car class selected by the USER should be applied to the reservation.

1.8.3   *MA-15 Terminate Rental*

After the extend rental detail is displayed, the USER may choose to terminate the rental. If termination is selected, the USER must enter a reason for the termination of the rental. Termination means the insurance company is no longer willing to pay for the rental.

1.8.4   *MA-04 Send Message*

The Send Message will be used to allow the USER to capture messages and diary notes associated with extending a rental. The USER can elect to either have the message sent to the rental company responsible for the reservation/authorization, or (Depending on the user segment if this option is available) to store the note in the ARMS/Web system without sending the message to rental company. All MESSAGES and DIARY NOTES captured must be related to a specific reservation/authorization.

2. Scre n D sign

A definition of the screen layout(s), screen data fields, and screen functions that are used to implement the flows identified above. More than one screen may be used to implement support for the use case flow.

2.1 Extend Rental Detail

This screen will allow the USER to pick which functions that he/she may want to change.

2.1.1 Screen Layout - Extend Rental Detail

(ARMS/Web 2.0)

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(Insurance User)

Welcome to the
Automated Rental Management System

| Create a RESERVATION | Find a CUSTOMER | Action Items | Complaint Section | Reports | My Profile | Help |

Claims Office: 001   Handling for: Yourself

You just authorized 3 days at $29.39/day for Hanks, Tom

Extend Rental: for Bowie, David   Claim no. 765849322-001
CUSTOMER FILE

2 of 4 Action Items

Extension requested for:

☐ additional authorized days @ Compact/21.95 ▼

Policy Limits 20/500 ▼

Messages:
08/31/00 BSS 2 more days. Waiting on Parts
08/30/00 Waiting on tender
08/29/00 Extension requested through 08/30/00.
3 days extension requested.
Go to Notebook

Current Rental Status:
Rental Start Date: 5/15/00
Last Authorized Date: 04/13/00
Authorized to Date: 5 days
Charges to Date: $239.00*
Direct Bill %:   100%

*Does not include taxes and surcharges.

Note to Rental Company:

Note to Self:

Rental Location:
Enterprise Edgewater Branch
773-334-5400

Repair Facility:
Elco Chevrolet
(773)334-9832
Owner Vehicle: 1999 GMC Suburban
Vehicle Condition: Non-Drivable
☐ **Extend this rental?**

[Change or Add]

RENTER INFORMATION:
Bowie, David
1735 N. Paulina St.
Chicago, IL 60622

Home: (773)564-6054
Work: (773)395-6200
Email:dbowie@zefer.com
Requested email confirmation

RENTAL INFORMATION:
Authorized Class: Standard
Days/Rate: 5 days @ $21.99/day
Current Class: Full-Size
Additional Charges: None
Direct Bill %: None
Rental Date: 03/28/2000
Start Date: 03/20/2000

Rental Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

ADDITIONAL CLAIM INFORMATION:
Claim Number: 32323232323232323
Claim Type: Theft
Insured Name: Lalumandier, Craig
Owner's vehicle: GMC Suburban 1999
Date of Loss: 03/28/2000
Loss Type: Non-Drivable
Policy: Daily rate/
Maximum dollars: 30/600

Repair Facility:
Elco Chevrolet
Chicago, IL 60621
(773)334-9832

NOTEBOOK:
Message, Belanger, Hugues, 2/20/00
Note from Enterprise, Sarussi, Marty, 2/21/00
Extension Request, 2/24/00
Extension, 2/25/00

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(Fleet User)

Welcome to the
Automated Rental Management System

create a RESERVATION | find a CUSTOMER | QUICK LOOK | ...

Office: 001   Handling for: Yourself

You just authorized 3 days at $29.39/day for Hanks, Tom

Extend Rental: for Bowie, David Claim no. 765849322-001
CUSTOMER FILE

2 of 4 Action Items

Extension requested for:

___ additional authorized days @ Compact/21.95 [▼] ▒▒▒▒▒▒▒

Policy Limits 20/500 [▼]

Messages:
08/31/00 BSS 2 more days . Waiting on Parts;
08/30/00 Waiting on fender;
08/29/00 Extension requested through 08/30/00;
3 days extension requested;
Go to Notebook

Note to Rental Company:

Rental Location:
Enterprise Edgewater Branch
773-334-5400.

Current Rental Status:

Rental Start Date:	5/15/00
Last Authorized Date:	04/13/00
Authorized to Date:	5 days
Charges to Date:	$259.00*

Repair Facility:
Elco Chevrolet
(773)334-9832
Owner Vehicle: 1999 GMC Suburban

☐ **Extend this rental?**

*Does not include taxes and surcharges.

[Change or Add]

RENTER INFORMATION:
Bowie, David
1735 N. Paulina St.
Chicago, IL 60622

Home: (773)564-6054
Work: (773)395-6200
Email: dbowie@zefer.com
Requested email confirmation

RENTAL INFORMATION:
Authorized Class: Standard
Days/Rate: 5 days @ $21.99/day
Current Class: Full-Size
Additional Charges: None
Rental Date: 03/28/2000
Start Date: 03/20/2000

Rental Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

ADDITIONAL CLAIM INFORMATION:
Claim Number: 32323232323232323
Claim Type: Theft
Insured Name: Lalumandier, Craig
Owner's vehicle: GMC Suburban 1999
Date of Loss: 03/28/2000
Loss Type: Non-Drivable
Policy: Daily rate/
Maximum dollars: 30/600

Repair Facility:
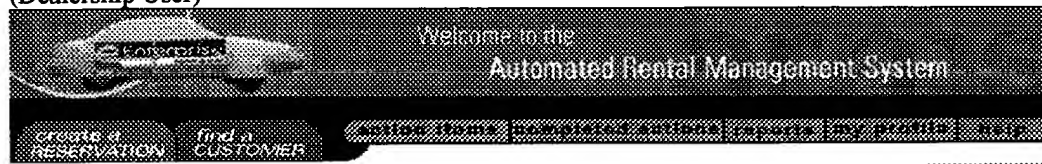Elco Chevrolet
Chicago, IL 60621
(773)334-9832

NOTEBOOK:
Message, Belanger, Hugues, 2/20/00
Note from Enterprise, Sarussi, Marty, 2/21/00
Extension Request, 2/24/00
Extension, 2/25/00

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(Dealership User)

Office: 001   Handling for: Yourself

You just authorized 3 days at $29.39/day for Hanks, Tom

Extend Rental: for Bowie, David Purchase Order No. 765849322-001
CUSTOMER FILE

2 of 4 Action Items

Extension requested for:

[   ] additional authorized days @ [Compact/21.95 ▼]

Policy Limits [20/500 ▼]

Messages:
00/31/00 BSS 2 more days - Waiting on Parts.
00/30/00 Waiting on fender.
00/29/00 Extension requested through 00/30/00.
3 days extension requested.
Go to Notebook

Note to Rental Company:
[   ]

Note to Self:
[   ]

Rental Location:
Enterprise Edgewater Branch
773-334-5400.

Current Rental Status:

Rental Start Date:	5/16/00
Last Authorized Date:	04/13/00
Authorized to Date:	5 days
Charges to Date:	$259.00

Repair Facility:
Elco Chevrolet
(773)334-9832
Owner Vehicle: 1999 GMC Suburban

[ ] **Extend this rental?**

Does not include taxes and surcharges

[Change or Add]

RENTER INFORMATION:
Bowie, David
1735 N. Paulina St.
Chicago, IL 60622

Home: (773)564-6054
Work: (773)395-6200
Email:dbowie@zefer.com
Requested email confirmation

RENTAL INFORMATION:
Authorized Class: Standard
Days/Rate: 5 days @ $21.99/day
Current Class: Full-Size
Additional Charges: None
Rental Date: 03/28/2000
Start Date: 03/20/2000

Rental Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

ADDITIONAL CLAIM INFORMATION:
Purchase Order Number: 3232323232323
Bill Type: Theft
Insured Name: Lalumandier, Craig
Owner's vehicle: GMC Suburban 1999
Date of Loss: 03/28/2000
Loss Type: Non-Drivable
Policy: Daily rate/
Maximum dollars: 30/600

Repair Facility:
Elco Chevrolet
Chicago, IL 60621
(773)334-9832

NOTEBOOK:
Message, Belanger, Hugues, 2/20/00
Note from Enterprise, Sarussi, Marty, 2/21/00
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Extension, 2/25/00

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(Corporate User)

Welcome to the
Automated Rental Management System

Create a RESERVATION | Find a CUSTOMER | Action Items | ... | ...

Office: 001   Handling for: Yourself

You just authorized 3 days at $29.39/day for Itenbs, Tem

Extend Rental: for Bowie, David Corporate Class No. 765849322-001
CUSTOMER FILE

2 of 4 Action Items

Extension requested for:

☐ additional authorized days @ Compact/21.95 ▼

Policy Limits: 20/500 ▼

Note to Rental Company:

Messages:
08/31/00 BSS 2 more days: Waiting on Parts:
08/30/00 Waiting on fender:
08/29/00 Extension requested through 08/30/00:
3 days extension requested:
Go to Notebook

Note to Self:

Rental Location:
Enterprise Edgewater Branch
773-334-6400

Current Rental Status:
Rental Start Date: 5/16/00
Last Authorized Date: 04/13/00
Authorized to Date: 5 days
Charges to Date: $239.00

☐ **Extend this rental?**

Does not include taxes and surcharges.

[Change or Add]

RENTER INFORMATION:
Bowie, David
1735 N. Paulina St.
Chicago, IL 60622

Home: (773)564-6054
Work: (773)395-6200
Email:dbowie@zefer.com
Requested email confirmation

RENTAL INFORMATION:
Authorized Class: Standard
Days/Rate: 5 days @ $21.99/day
Current Class: Full-Size
Additional Charges: None
Rental Date: 03/28/2000
Start Date: 03/20/2000

Rental Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

ADDITIONAL CLAIM INFORMATION:
Corporate Class Number: 3232323232323
Loss Type: Non-Drivable
Policy: Daily rate/
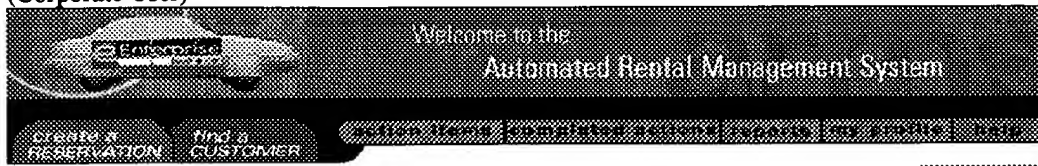**Maximum dollars: 30/600**

NOTEBOOK:
Message, Belanger, Hugues, 2/20/00
Note from Enterprise, Sarussi, Marty, 2/21/00
Extension Request, 2/24/00
Extension, 2/25/00

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2.1.3   Extend Rental Detail

Screen Label	Type	Size	Screen Field Name	Data Field Name	Screen Specific Rule
Additional Charges	Output	15	Additional Charges		
Handling For:	Output	30	Handling for Adjuster's Name	First Name + Last Name	Last Name + First Name
Note to Self Only	Input	50	Message	NOTE	
Messages:	Output	8	Message Creation Date	Add Date	N/A.
Note to Enterprise:	Input	50	Message Text	NOTE	N/A.
	Output	50	Message Text	NOTE	N/A.
Claim Number: Purchase Order Number Corporate Class Number	Output	11	Claim Number Purchase Order Number Corporate Class Number	Insurance Claim Number, PO#, CC#	
Days Authorized to Date:	Output	2	Number of Days Authorized	Number Of Days Authorized	N/A.
___ additional authorized days	Output	2	Number of Days to Extend	Number of Days to Extend	
Policy Limits	List Box	5	Policy Maximum and Dollars per day	Max $ Covered + Dollars Per Day Covered	
	Output	30	Rental Location Branch Name	Rental Location	
days @:	List Box	6	Rental Location Rate	Vehicle Rate	N/A.
Date of Rental	Output	10	Rental Start Date	Start Date	N/A.
Insured Name:	Output	30	Insured's Name	First Name + Last Name	
	Output	30	Rental Location Address	Address Line + Address Line2	N/A.
	Output	25	Rental Location City Name	City	N/A.
	Output	10	Rental Location Postal / Zip Code	Zip Code	N/A.
	Output	3	Rental Location State / Province Code	State	N/A.
	Output	13	Rental Location Telephone Number	Telephone Number	N/A.
Date of Loss:	Output	10	Date of Loss	Date Of Loss	
	Output	20	Renter City Name	City	
	Output	10	Renter Postal / Zip Code	Zip Code	
	Output	3	Renter State / Province Code	State	
	Output	30	Renter Street Address	Address Line	
Home:	Output	16	Renter's Home Phone	Renters Night Phone + Renters Night Phone Extensin	Not editable if ticket is Open.

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Screen Label	Type	Size	Screen Field Name	Data Field Name	Screen Specific Rule
	Output	30	Renter's Name	First Name + Last Name	Will not be editable if ticket is open. First Name + Last Name
Renter Information:	Output	30	Renter's Name	First Name + Last Name	N/A.
Work Phone:	Output	16	Renter's Work Phone	Day Phone + Renters Day Phone Extension	Will not be able to edit if ticket is Open.
Owner's vehicle:	Output	4	Vehicle Year, Make and Model	Renter Make/Model + Renter Vehicle Year	
Repair Facility:	Output	20	Body Shop Name	Repair Facility Name	
	Input	16	Body Shop Phone Number	Telephone Number	
	Output	15	Repair Facility City	City	
	Output	3	Repair Facility State	State	
	Output	7	Repair Facility zip code	Zip Code	
Last Day authorized	Output	10	Date rental is authorized through	CALCULATED	Calculated field. Populated with an Open Ticket only.
Charges to Date:	Output	10	Total Charges	CALCULATED	
Renter Type	Output	10	Claim type	claim type description	
Claims Office:	Output	3	Office Id	external organization abbreviated name	N/A.
Vehicle Condition	Output	15	Type of Loss	loss type description	
Renter Email:	Output	20	Renter's Email	renter email	Will not be able to edit if ticket is Open.

2.1.4   Screen Function Definition

This section includes the definitions for all functions that can be performed within the screen. This includes operations invoked by button clicks, specific shortcut keystrokes, or other actor activity.

2.1.4.1 Skip

When clicked, the USER will be taken out of the use case without changing the current status of the request. Any changes made by clicking Change or Add and keying data in the bottom section will be saved.

2.1.4.2 Process

When clicked, the system will validate the input and accept the changes made to the customer file. The ARMS/Web database will be updated. The use case will then end and the USER will return to the process from which they came.

2.1.4.3 Notebook

When clicked, the USER will be taken to the Note Book section at the bottom of the screen to view all messages for this rental.

2.1.4.4 Set Last Date

When clicked, the system will terminate the rental. The USER will be prompted to enter

a termination date for this rental.   This coincides with the use case MA-17-Terminate Rental.

2.1.4.5 Transfer File

When clicked, the USER will be taken to the Transfer File screen. This screen allows the USER to change the office or adjuster currently assigned to the customer file.   The required information in the Extend Rental/Customer File will be passed to the Transfer File screen. Upon completion of the transfer, the USER will then be returned to the next action item or the profiled start page, depending on the screen from which the USER began.

2.1.4.6 Change or Add

When clicked, the system will refresh the current screen and make all editable fields in the bottom section (outside the gray box area) input capable. The changes on the top of the screen will not be lost.

2.1.4.7 Top of page

When clicked, the USER will be taken to the top of the current page.

2.1.4.8 View Car Class

When clicked, the USER will be taken to the View Car Class Use Case. No changes will be lost. Once the USER is finished with this use case, the USER will return to the Extend Rental Use Case.

2.1.4.9 Extend Rental

When clicked, the system will validate the input and accept the extension AND the changes made to the customer file. The ARMS/Web database will be updated. The use case will then end and the USER will return to the process from which they came.

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